

# POLICY AND COMMUNICATIONS BULLETIN

## THE CLINICAL CENTER

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Medical Administrative Series

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M93-10 (rev.)

2 September 1997

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### MANUAL TRANSMITTAL SHEET

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SUBJECT: Patient Transportation  
To and From  
the NIH Clinical Center

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1. Explanation of Material Transmitted: This transmits the policy of the Clinical Center regarding the transportation of patients to and from the hospital. The policy was approved by the Medical Board at its meeting on 4 May 1993. The policy was reviewed by the Medical Executive Committee on 2 September 1997 and approved with no changes.
2. Material Superseded: MAS No. M93-10, dated 1 June 1993
3. Filing Instructions: "Other" Section

Remove: No. M93-10, dated 1 June 1993

Insert: No. M93-10 (rev.), dated 2 September 1997

### DISTRIBUTION

Physicians, Dentists and Other Practitioners Participating in  
Patient Care

# POLICY AND COMMUNICATIONS BULLETIN

## THE CLINICAL CENTER

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Medical Administrative Series

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M93-10 (rev.)

2 September 1997

SUBJECT: Patient Transportation  
To and From  
the NIH Clinical Center

### PURPOSE

To ensure the safe and efficient transport of patients to and from the Clinical Center.

### POLICY

All patients being transported to or from the Clinical Center will be transported in a manner designed to take into account their medical condition and needs.

### CONSIDERATIONS

Accompanying patients during transport is not a routine part of Clinical Center Nursing Department employees' responsibility. For this reason, the Service Chief or designee must approve the use of nursing staff resources for patient transport.

Minors must be accompanied during transport. If a parent or guardian is unavailable to accompany the minor, an authorized NIH employee or contractor will accompany the minor after consultation with, and consent from, the parent or guardian.

## DEFINITIONS

Some examples of special needs and support required are indicated below:

### Examples of Special Needs

- Impaired vision, hearing and/or communication
- Peripheral IV infusion
- Temporary central line
- Continuous vasoactive IV med
- Temporary artificial airway
- Cardiac monitor
- Stretcher
- Oxygen
- Assessment by health care provider during transport

### Examples of Support Required

- Wheelchair
- Accompaniment for minor
- Accompaniment for adult

## PROCEDURE FOR TRANSPORTATION OF PATIENTS FROM THE CC

1. A physician identifies a need for patient transportation, authorizes payment for transport services, and notifies the patient care area via written order. The physician is also responsible for communicating with the patient care unit that will accept responsibility for the patient's care at the receiving facility.
2. The mode of transport is decided by the physician, a registered nurse, or a social worker, based on the patient's special needs and/or support required. Any patient with one or more "special needs" is usually transported by ambulance. Some patients with chronic conditions may not require ambulance transport due to their demonstrated ability to handle those "special needs."
3. A designated person in the patient care area submits a transport request to the Outpatient Department (OPD) via the MIS PATIENT TRANSPORT SCREEN. Providing all information requested on the MIS screen is essential to ensure adequate

communication to all departments involved in the transport process. The designated person may follow up with a telephone call to the OPD if necessary.

4. The OPD staff will request a Common Account Number (CAN) as needed, from an appropriate individual in the physician's Institute/Branch.
5. The OPD staff will arrange requested transportation and communicate the transportation plans to the patient care unit via MIS-O-GRAM.
6. The following documentation must be completed prior to transport for medical procedures or treatments:
  - a. Medical order - written or documented in MIS.
  - b. Physician transfer note summarizing current and pertinent patient status. (Refer to TRANSFER section of the Handbook for Staff Physicians.) For unplanned, emergency transport, the transfer note should include a medical summary of the physician's discussion with the patient and/or family about the reasons for transport and the associated risks and benefits, as well as a written note indicating that the patient/family understands and agrees that transport should take place.
  - c. A nursing transfer note should include the date and time of transport. For unplanned, emergency transport, the transfer note should include a nursing summary of the current and pertinent patient status.
  - d. A Consent for Release of Medical Records must be completed when medical records have been requested or are required by the receiving facility.
7. Customer satisfaction monitoring and identification of opportunities for improvement will be conducted by the Office of the Chief, OPD.

## PROCEDURE FOR TRANSPORTATION OF PATIENTS TO THE CC

1. The NIH physician or designee requesting transportation identifies the need for patient transportation and authorizes payment for transport services.
2. The mode of transportation will be decided by the OPD staff, referring facility, and/or the physician, registered nurse, or social worker of the receiving area based on the patient's special needs and/or support required. Any patient with one or more "special needs" is usually transported by ambulance. Some patients with chronic conditions may not require ambulance transport due to their demonstrated ability to handle their "special needs."
3. The physician or designee requesting transportation will communicate with the OPD in one of the following ways:
  - a. New patient without an NIH identification number: Submit Request for Admission/Travel/Voucher/Local Transportation (NIH-54).
  - b. Patient with an NIH identification number: Submit a transport request via the MIS PATIENT TRANSPORT SCREEN. Providing all information is essential to ensure adequate communication to all departments involved in the transport process. The designated person may follow up with a telephone call to the OPD if necessary.
4. The OPD staff will request a Common Account Number as needed from an appropriate individual in the physician's Institute/Branch.
5. When a request is received, the OPD staff will check with the receiving area to ensure that the patient is expected.
6. The OPD staff will arrange transportation and phone the transportation plans to the patient care area.
7. Customer satisfaction monitoring and identification of opportunities for improvement will be conducted by the Office of the Chief, OPD.